InterCommunity, Inc.
East Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2012 - June 2013   (Data as of Dec 16, 2013)

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,508	2,227	13%	▲
	Admits	2,254	1,678	34%	▲
	Discharges	2,385	1,658	44%	▲
	Service Hours	25,569	16,408	56%	▲
	Bed Days	6,657	6,406	4%	
	S.Rehab/PHP/IOP	4,205	6,517	-35%	▼

▲ > 10% Over 1 Yr Ago	▼ > 10% Under 1Yr Ago

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	2,178	86.8%
	Crisis Services	570	22.7%
	Community Support	364	14.5%
	Social Rehabilitation	332	13.2%
	Case Management	303	12.1%
	Employment Services	183	7.3%
	ACT	117	4.7%
	Residential Services	41	1.6%

Consumer Satisfaction Survey   (Based on 206 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ General Satisfaction		94%	80%	92%
✔ Participation in Treatment		93%	80%	92%
✔ Overall		92%	80%	91%
✔ Quality and Appropriateness		92%	80%	93%
✔ Access		92%	80%	88%
✔ Respect		89%	80%	91%
● Outcome		73%	80%	83%
● Recovery		70%	80%	79%

▮ Satisfied %		Goal %	▮ 0-80%	▮ 80-100%	✔ Goal Met	● Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	266	11%	17%
26-34	467	19%	22%
35-44	486	19%	20%
45-54	701	28%	24%
55-64	432	17%	13%
65+	146	6%	4%

Gender

	#	%		State Avg
Female	1,378	55%	▲	40%
Male	1,128	45%	▼	60%

Ethnicity

	#	%	State Avg
Non-Hispanic	1,847	74%	74%
Hisp-Puerto Rican	370	15%	12%
Unknown	198	8%	7%
Hispanic-Other	71	3%	7%
Hispanic-Cuban	13	1%	0%
Hispanic-Mexican	9	0%	0%

Race

	#	%	State Avg
White/Caucasian	1,470	59%	64%
Black/African American	479	19%	17%
Other	390	16%	15%
Unknown	115	5%	2%
Asian	34	1%	1%
Am. Indian/Native Alaskan	12	0%	1%
Hawaiian/Other Pacific Islander	5	0%	0%
Multiple Races	3	0%	1%

▮ Unique Clients		State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

Career Opportunities 612-270
InterCommunity, Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	183	180	2%	
Admits	119	70	70%	▲
Discharges	119	109	9%	
Service Hours	2,446	1,433	71%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		43	22%	35%	31%	-13%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔️ Clients Receiving Services		73	96%	90%	96%	6%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		59%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		63%	73%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													100%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

☐ Actual | Goal ✔️ Goal Met 🔴 Below Goal

* State Avg based on 40 Active Employment Services Programs

Common Ground 612-281
InterCommunity, Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	332	361	-8%	
Admits	99	86	15%	▲
Discharges	101	124	-19%	▼
Service Hours	37	132	-72%	▼
Social Rehab/PHP/IOP Days	4,205	6,517	-35%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services	▬▬▬	154	64%	90%	82%	-26%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	92%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		92%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal
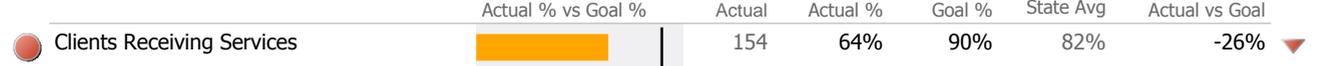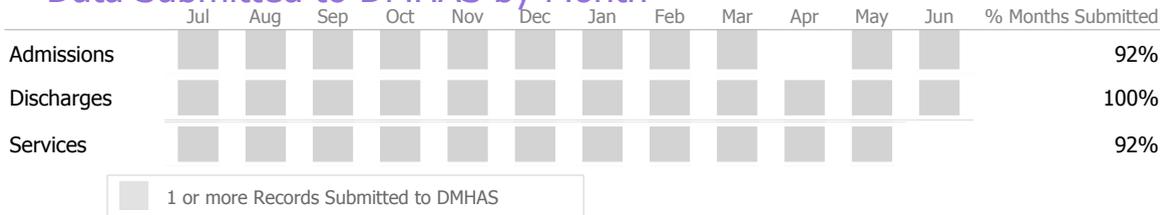
* State Avg based on 38 Active Social Rehabilitation Programs

Community Foundations 612252
InterCommunity, Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	20	10%	
Admits	5	3	67%	▲
Discharges	6	2	200%	▲
Bed Days	6,657	6,406	4%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		73%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		50%	74%

Cooccurring		Actual	State Avg
MH Screen Complete		39%	78%
SA Screen Complete		35%	77%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	60%	59%	-60%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Social Support		12	52%	60%	77%	-8%	
● Stable Living Situation		20	87%	95%	92%	-8%	
● Employed		1	4%	25%	7%	-21%	▼
● Improved/Maintained Axis V GAF Score		11	50%	95%	55%	-45%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Avg Utilization Rate		17	2,386 days	0.8	107%	90%	96%	17%	▲

▢ < 90%	▢ 90-110%	▮ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪		▪	▪					▪			33%
Discharges		▪	▪		▪		▪			▪	▪		50%

▢ 1 or more Records Submitted to DMHAS
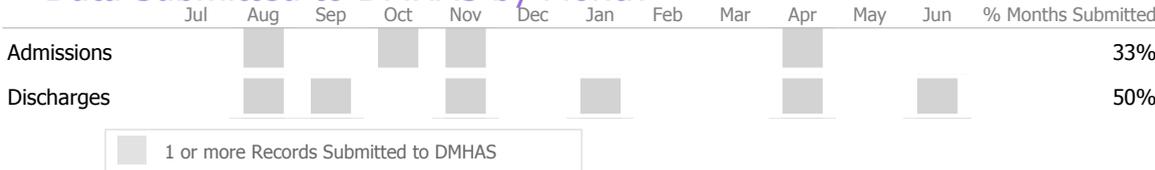
▲ > 10% Over ▼ < 10% Under

▮ Actual | Goal ✔ Goal Met ● Below Goal

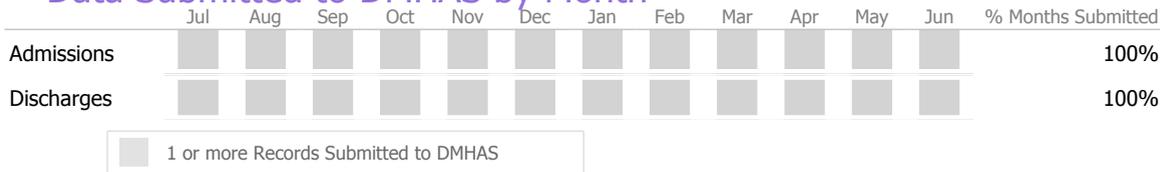* State Avg based on 68 Active Supervised Apartments Programs

Crisis Srvs&CtrlAccess 612-200
InterCommunity, Inc.
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	570	648	-12%	▼
Admits	664	661	0%	
Discharges	672	661	2%	

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
▼	🔴 Evaluation within 1.5 hours of Request	|	0	0%	75%	76%	-75%	▼
▼	🔴 Community Location Evaluation	|	0	0%	80%	42%	-80%	▼
▼	🔴 Follow-up Service within 48 hours	|	0	0%	90%	19%	-90%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual	| Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

CSP/RP 612290 East Hartford
InterCommunity, Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	364	142	156%	▲
Admits	334	73	358%	▲
Discharges	205	75	173%	▲
Service Hours	4,952	1,050	372%	▲

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
Valid NOMS Data		69%	92%

On-Time Periodic		Actual	State Avg
6 Month Updates		65%	66%

Cooccurring		Actual	State Avg
MH Screen Complete		30%	64%
SA Screen Complete		29%	67%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		79	40%	65%	49%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		339	84%	80%	86%	4%	
● Social Support		205	51%	60%	61%	-9%	
● Employed		34	8%	20%	10%	-12%	▼
● Improved/Maintained Axis V GAF Score		273	78%	95%	49%	-17%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		227	99%	90%	97%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■		■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 40 Active CSP Programs

Housing Srvs Supported 612-250
InterCommunity, Inc.
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	24	-21%	▼
Admits	2	8	-75%	▼
Discharges	3	7	-57%	▼
Service Hours	1,001	654	53%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		69%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		53%	80%

Cooccurring		Actual	State Avg
MH Screen Complete		12%	86%
SA Screen Complete		6%	86%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	94%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		2	67%	50%	57%	17%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		17	89%	85%	93%	4%	
●	Social Support		9	47%	60%	79%	-13%	▼
●	Employed		1	5%	25%	10%	-20%	▼
●	Improved/Maintained Axis V GAF Score		8	44%	95%	53%	-51%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		15	94%	90%	96%	4%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▣				▣					17%
Discharges		▣				▣					▣		25%
Services	▣			▣	▣	▣	▣	▣	▣	▣		▣	83%

▣ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 54 Active Residential Support Programs

Nursing Facility 612293
InterCommunity, Inc.
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	80	63	27%	▲
Admits	42	49	-14%	▼
Discharges	52	24	117%	▲
Service Hours	298	124	140%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		36%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		4	8%	50%	43%	-42%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		60	73%	80%	60%	-7%	▼
Employed		0	0%	20%	7%	-20%	▼
Social Support		7	9%	60%	38%	-51%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		13	43%	90%	68%	-47%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													83%
Services													75%

1 or more Records Submitted to DMHAS
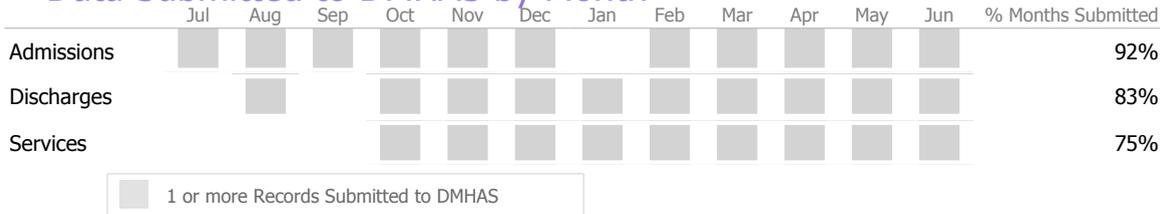
▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✔ Goal Met | ● Below Goal

* State Avg based on 37 Active Standard Case Management Programs

Outpatient Services 612-210
InterCommunity, Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2,178	1,750	24%	▲
Admits	965	560	72%	▲
Discharges	879	483	82%	▲
Service Hours	12,566	8,702	44%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		76%	79%

On-Time Periodic		Actual	State Avg
6 Month Updates		34%	43%

Cooccurring		Actual	State Avg
MH Screen Complete		59%	60%
SA Screen Complete		54%	60%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		98%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		103	12%	50%	54%	-38%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		350	16%	30%	17%	-14%	▼
● Improved/Maintained Axis V GAF Score		1,254	67%	75%	39%	-8%	
● Stable Living Situation		1,653	73%	95%	74%	-22%	▼
● Social Support		704	31%	60%	49%	-29%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		1,246	90%	90%	90%	0%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		358	37%	75%	60%	-38%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Recovery Pathways612280
InterCommunity, Inc.
Mental Health - Case Management - Recovery Pathways

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	225	363	-38%	▼
Admits	24	168	-86%	▼
Discharges	231	171	35%	▲
Service Hours	916	2,316	-60%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		145	63%	50%	74%	13%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		199	86%	85%	84%	1%	
● Employed		19	8%	25%	10%	-17%	▼
● Improved/Maintained Axis V GAF Score		158	68%	95%	77%	-27%	▼
● Social Support		77	33%	60%	58%	-27%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	100%	-90%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		60%	86%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	0%

Cooccurring		Actual	State Avg
MH Screen Complete		35%	36%
SA Screen Complete		35%	67%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪											17%
Discharges	▪	▪	▪	▪									33%
Services	▪	▪	▪	▪	▪	▪							50%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual   │ Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 24 Active Recovery Pathways Programs